Worksheet 4.6
Assessment of MHP Network Adequacy Data, Methods, and Results
Validation Rating by MHP and Indicator
California Department of Health Care Services (DHCS)
Contract Year 2024-25

Select MHP Name(s):

MHP Name

| Alameda County Behavioral Health Care Systems (A... |

MHP Name	Standard Type	Indicator Name	Validation Rating	Summary Comment	Total "Met" Elements	Total "Not Met" Elements	Total "Significant Bias" Elements	Score
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	High confidence		19	0	0	100
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	High confidence		19	0	0	100
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	High confidence		19	0	0	100

Worksheet 4.6
Assessment of MHP Network Adequacy Data, Methods, and Validation Rating by MHP and Indicator
California Department of Health Care Services (DHCS)
Contract Year 2024-25

Select MHP Name(s):

MHP Name

Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	0	All data sources (and year[s] of data) needed to calculate this indicator were submitted by the MHP to the EQRO.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	1	For each data source, all variables needed to calculate this indicator were included.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	2	There are no patterns in missing data that may affect the calculation of this indicator. (Note: This assessment should be based on a systematic assessment of the proportion of	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	3	The MHP's data enable valid, reliable, and timely calculations of this indicator.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	4	The MHP's data collection instruments and systems allow for consistent and accurate data collection for this indicator over the time periods studied.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	5	During the time period included in the reporting cycle, there were no changes in the MHP's data systems that might affect the accuracy or completeness of network adequacy data used to calculate this indicator (e.g., major upgrades, consolidations within	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	6	If encounter or utilization data were used to calculate this indicator, providers submitted data for all encounters.	Not Applicable	Standards and indicators requiring the use of encounter or utilization data were determined not to be in scope of review.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	7	If LTSS data were used to calculate this indicator, all relevant LTSS provider services were included (for example, through claims and encounter data, authorization systems, case management systems, or electronic visit	Not Applicable	Standards and indicators requiring the use of LTSS data were determined not to be in scope of review.

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Assessment of MHP Network Adequacy Data, Methods, and
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California Department of Health Care Services (DHCS)
Contract Year 2024-25

Select MHP Name(s):

MHP Name

Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	8	If access and availability studies were conducted to calculate this indicator, the MHP includes all phone calls made in the denominator. This means phone calls that do not reach a provider office may be excluded	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Data Collection Procedures	9	If access and availability studies were conducted to calculate this indicator, the MHP has processes for addressing potential roadblocks in identification, such as lack of a Medicaid or CHIP ID or medical record	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	10	The methods selected by the MHP to calculate this indicator are appropriate for the state.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	11	The methods selected by the MHP to calculate this indicator are appropriate to the state Medicaid and CHIP population(s).	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	12	The methods selected by the MHP are adequate to generate the data needed to calculate this indicator.	Met	BHPs submit timely access data to DHCS for indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	13	In calculating this indicator, the MHP uses a system for classifying provider types that matches the state's expectations and follows how the state defines a specialist.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	14	If applicable, the MHP's approach for addressing telehealth matches the state's expectations.	Not Applicable	The indicator does not address telehealth.

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	15	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sampling frame contains a complete, recent, and accurate list of the target population. A sampling frame is the list from which the sample is drawn. It includes the universe of members of the target population, typically Medicaid and CHIP beneficiaries and providers. The	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	16	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sample is representative of the population.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	17	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, sample sizes are large enough to draw statistically significant conclusions.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	18	In calculating this indicator, valid sampling techniques were used to protect against bias. Specify the type of sampling used in the "comments" field.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	19	If applicable to this indicator, the MHP's approach for measuring distance (e.g., "as the crow flies" or using road distances) matches the state's expectation.	Not Applicable	The indicator does not require the calculation of distance.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	20	If applicable to this indicator, the MHP's approach for measuring time (e.g., during low traffic or high traffic time periods, using driving distance or public transit) matches the	Not Applicable	The indicator does not require the calculation of driving time.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	21	If applicable to this indicator, the MHP's approach to deriving provider-to-enrollee ratios or percentage of contracted providers accepting new patients matches the state's	Not Applicable	The indicator does not require the calculation of ratios or the percentage of contracted providers accepting new patients.

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	22	If applicable to this indicator, the MHP's approach for determining the maximum wait time for an appointment matches the state's expectation.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	23	Methods used to calculate this indicator are rigorous and objective.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	24	Methods used to calculate this indicator are unlikely to be subject to manipulation. If "Not Met," please describe in the "comments" field.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	25	In calculating this indicator, the MHP produced valid results—that is, the MHP measured what they intended to measure.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	26	In calculating this indicator, the MHP produced accurate results—that is, the MHP's calculated values reflect the true values.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	27	In calculating this indicator, the MHP produced reliable results—that is, the MHP's results were reproducible and consistent.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Assessment of Network Adequacy Methods	28	In calculating this indicator, the MHP accurately interpreted its results.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.

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MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Comments	29	Please note any recommendations for improving the data collection procedures to calculate this indicator.		HSAG recommends that Alameda conduct an in-depth review of the indicators for which it did not meet the timely access requirements to determine whether the inability to meet requirements was the result of a lack of providers or lack of complete timely access data reported. HSAG recommends that Alameda continue to explore strategies to mitigate barriers, such as additional staff training on tracking timely access or provider
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Comments	30	Please note any recommendations for improving the analysis to calculate this indicator.		HSAG identified no specific opportunities related to improving the analysis for this indicator.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Comments	31	Please note any recommendations for improving the sampling methods to calculate this indicator.		N/A- The indicator in scope of review did not allow for sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	All Specialty Mental Health Service Urgent Appointments: 48 hours without prior authorization, 96 hours with prior authorization	Comments	32	Please note any recommendations for improving the results to calculate this indicator.		HSAG identified no specific opportunities related to improving the results for this indicator.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	0	All data sources (and year[s] of data) needed to calculate this indicator were submitted by the MHP to the EQRO.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	1	For each data source, all variables needed to calculate this indicator were included.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	2	There are no patterns in missing data that may affect the calculation of this indicator. (Note: This assessment should be based on a systematic assessment of the proportion of	Met	

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MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	3	The MHP's data enable valid, reliable, and timely calculations of this indicator.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	4	The MHP's data collection instruments and systems allow for consistent and accurate data collection for this indicator over the time	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	5	During the time period included in the reporting cycle, there were no changes in the MHP's data systems that might affect the accuracy or completeness of network adequacy data used to calculate this indicator (e.g., major upgrades, consolidations within	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	6	If encounter or utilization data were used to calculate this indicator, providers submitted data for all encounters.	Not Applicable	Standards and indicators requiring the use of encounter or utilization data were determined not to be in scope of
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	7	If LTSS data were used to calculate this indicator, all relevant LTSS provider services were included (for example, through claims and encounter data, authorization systems, case management systems, or electronic visit	Not Applicable	Standards and indicators requiring the use of LTSS data were determined not to be in scope of review.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	8	If access and availability studies were conducted to calculate this indicator, the MHP includes all phone calls made in the denominator. This means phone calls that do not reach a provider office may be excluded	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Data Collection Procedures	9	If access and availability studies were conducted to calculate this indicator, the MHP has processes for addressing potential roadblocks in identification, such as lack of a Medicaid or CHIP ID or medical record	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	10	The methods selected by the MHP to calculate this indicator are appropriate for the state.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.

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MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	11	The methods selected by the MHP to calculate this indicator are appropriate to the state Medicaid and CHIP population(s).	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	12	The methods selected by the MHP are adequate to generate the data needed to calculate this indicator.	Met	BHPs submit timely access data to DHCS for indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	13	In calculating this indicator, the MHP uses a system for classifying provider types that matches the state's expectations and follows how the state defines a specialist.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	14	If applicable, the MHP's approach for addressing telehealth matches the state's expectations.	Not Applicable	The indicator does not address telehealth.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	15	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sampling frame contains a complete, recent, and accurate list of the target population. A sampling frame is the list from which the sample is drawn. It includes the universe of members of the target population, typically Medicaid and CHIP beneficiaries and providers. The	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	16	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sample is representative of	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	17	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, sample sizes are large enough to draw statistically significant conclusions.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	18	In calculating this indicator, valid sampling techniques were used to protect against bias. Specify the type of sampling used in the	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	19	If applicable to this indicator, the MHP's approach for measuring distance (e.g., "as the crow flies" or using road distances)	Not Applicable	The indicator does not require the calculation of distance.

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Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	20	If applicable to this indicator, the MHP's approach for measuring time (e.g., during low traffic or high traffic time periods, using driving distance or public transit) matches the	Not Applicable	The indicator does not require the calculation of driving time.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	21	If applicable to this indicator, the MHP's approach to deriving provider-to-enrollee ratios or percentage of contracted providers accepting new patients matches the state's	Not Applicable	The indicator does not require the calculation of ratios or the percentage of contracted providers accepting new patients.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	22	If applicable to this indicator, the MHP's approach for determining the maximum wait time for an appointment matches the state's	Met	
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Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	24	Methods used to calculate this indicator are unlikely to be subject to manipulation. If "Not Met," please describe in the "comments"	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	25	In calculating this indicator, the MHP produced valid results—that is, the MHP measured what they intended to measure.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	26	In calculating this indicator, the MHP produced accurate results—that is, the MHP's calculated values reflect the true	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	27	In calculating this indicator, the MHP produced reliable results—that is, the MHP's results were reproducible and consistent.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Assessment of Network Adequacy Methods	28	In calculating this indicator, the MHP accurately interpreted its results.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.

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Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Comments	30	Please note any recommendations for improving the analysis to calculate this indicator.		HSAG identified no specific opportunities related to improving the analysis for this indicator.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Comments	31	Please note any recommendations for improving the sampling methods to calculate this indicator.		N/A- The indicator in scope of review did not allow for sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Non-urgent Psychiatric Services: Offered an appointment within 15 business days of request for services	Comments	32	Please note any recommendations for improving the results to calculate this indicator.		HSAG identified no specific opportunities related to improving the results for this indicator.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	0	All data sources (and year[s] of data) needed to calculate this indicator were submitted by the MHP to the EQRO.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	1	For each data source, all variables needed to calculate this indicator were included.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	2	There are no patterns in missing data that may affect the calculation of this indicator. (Note: This assessment should be based on a systematic assessment of the proportion of	Met	

Worksheet 4.6
Assessment of MHP Network Adequacy Data, Methods, and
Validation Rating by MHP and Indicator
California Department of Health Care Services (DHCS)
Contract Year 2024-25

Select MHP Name(s):

MHP Name

Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	3	The MHP's data enable valid, reliable, and timely calculations of this indicator.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	4	The MHP's data collection instruments and systems allow for consistent and accurate data collection for this indicator over the time periods studied.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	5	During the time period included in the reporting cycle, there were no changes in the MHP's data systems that might affect the accuracy or completeness of network adequacy data used to calculate this indicator (e.g., major upgrades, consolidations within	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	6	If encounter or utilization data were used to calculate this indicator, providers submitted data for all encounters.	Not Applicable	Standards and indicators requiring the use of encounter or utilization data were determined not to be in scope of review.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	7	If LTSS data were used to calculate this indicator, all relevant LTSS provider services were included (for example, through claims and encounter data, authorization systems, case management systems, or electronic visit	Not Applicable	Standards and indicators requiring the use of LTSS data were determined not to be in scope of review.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	8	If access and availability studies were conducted to calculate this indicator, the MHP includes all phone calls made in the denominator. This means phone calls that do not reach a provider office may be excluded	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Data Collection Procedures	9	If access and availability studies were conducted to calculate this indicator, the MHP has processes for addressing potential roadblocks in identification, such as lack of a Medicaid or CHIP ID or medical record	Met	

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	10	The methods selected by the MHP to calculate this indicator are appropriate for the state.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	11	The methods selected by the MHP to calculate this indicator are appropriate to the state Medicaid and CHIP population(s).	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	12	The methods selected by the MHP are adequate to generate the data needed to calculate this indicator.	Met	BHPs submit timely access data to DHCS for indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	13	In calculating this indicator, the MHP uses a system for classifying provider types that matches the state's expectations and follows how the state defines a specialist.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	14	If applicable, the MHP's approach for addressing telehealth matches the state's expectations.	Not Applicable	The indicator does not address telehealth.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	15	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sampling frame contains a complete, recent, and accurate list of the target population. A sampling frame is the list from which the sample is drawn. It includes the universe of members of the target population, typically Medicaid and CHIP beneficiaries and providers. The	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	16	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, the sample is representative of the population.	Not Applicable	The indicator did not require sampling to be conducted.

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	17	If the MHP is sampling a subset of the Medicaid and/or CHIP population to calculate this indicator, sample sizes are large enough to draw statistically significant conclusions.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	18	In calculating this indicator, valid sampling techniques were used to protect against bias. Specify the type of sampling used in the "comments" field.	Not Applicable	The indicator did not require sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	19	If applicable to this indicator, the MHP's approach for measuring distance (e.g., "as the crow flies" or using road distances) matches the state's expectation.	Not Applicable	The indicator does not require the calculation of distance.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	20	If applicable to this indicator, the MHP's approach for measuring time (e.g., during low traffic or high traffic time periods, using driving distance or public transit) matches the	Not Applicable	The indicator does not require the calculation of driving time.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	21	If applicable to this indicator, the MHP's approach to deriving provider-to-enrollee ratios or percentage of contracted providers accepting new patients matches the state's	Not Applicable	The indicator does not require the calculation of ratios or the percentage of contracted providers accepting new patients.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	22	If applicable to this indicator, the MHP's approach for determining the maximum wait time for an appointment matches the state's expectation.	Met	
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	23	Methods used to calculate this indicator are rigorous and objective.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	24	Methods used to calculate this indicator are unlikely to be subject to manipulation. If "Not Met," please describe in the "comments" field.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	25	In calculating this indicator, the MHP produced valid results—that is, the MHP measured what they intended to measure.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	26	In calculating this indicator, the MHP produced accurate results—that is, the MHP's calculated values reflect the true values.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	27	In calculating this indicator, the MHP produced reliable results—that is, the MHP's results were reproducible and consistent.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Assessment of Network Adequacy Methods	28	In calculating this indicator, the MHP accurately interpreted its results.	Met	Element was assessed based on methods used by DHCS to conduct indicator-specific calculations.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Comments	29	Please note any recommendations for improving the data collection procedures to calculate this indicator.		HSAG recommends that Alameda conduct an in-depth review of the indicators for which it did not meet the timely access requirements to determine whether the inability to meet requirements was the result of a lack of providers or lack of complete timely access data reported. HSAG recommends that Alameda continue to explore strategies to mitigate barriers, such as additional staff training on tracking timely access or provider
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Comments	30	Please note any recommendations for improving the analysis to calculate this indicator.		HSAG identified no specific opportunities related to improving the analysis for this indicator.

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Alameda County Behavioral Health Care Systems (Alameda MHP)

MHP Name	Standard Type	Indicator Name	Element Category	Element Number	Element	Result	Comments
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Comments	31	Please note any recommendations for improving the sampling methods to calculate this indicator.		N/A- The indicator in scope of review did not allow for sampling to be conducted.
Alameda County Behavioral Health Care Systems (Alameda MHP)	Timely Access-MHP	Outpatient Non-Urgent Non-Psychiatry Specialty Mental Health Services: Offered an appointment within 10 business days of request for services	Comments	32	Please note any recommendations for improving the results to calculate this indicator.		HSAG identified no specific opportunities related to improving the results for this indicator.